

South Hams DC
Decisions made in period (Apr 2014 - Mar 2015)

Ref	Category	Brief Description	Decision date	Decision	Decision Details	Learning Outcomes	
1	14000997	Planning & Development	Not in the filing system	16/Apr/2014	Referred back for local resolution		
2	13010273	Planning & Development	Mr D complains about errors by the Council in its handling of a planning application.	16/May/2014	Upheld	There was fault by the Council but the Council has already taken action to remedy the fault and there is no outstanding injustice to Mr D. There is no evidence of fault in the way the Council considered the impact of the proposed extension on Mr D's property or the area generally.	Closer scrutiny of plans at validation stage and earlier consideration of comments received through letters of representation
3	14003114	Planning & Development	Not in the filing system	23/May/2014	Referred back for local resolution		
4	13014602	Planning & Development	Mr X complained that the Council's delay in requesting a Section 106 agreement as part of a planning application causing him to incur extra costs.	09/Jul/2014	Upheld	The Council failed to advise Mr X at the outset what the legal agreement should cover. It compounded this fault by asking Mr X to provide an amended agreement without seeking any legal advice. The officer had little experience of legal agreements so should have sought legal advice at an earlier stage. Fees incurred to be refunded.	Officers to be aware of areas of limited experience and be supported by senior officers. Need to identify possible legal requirements of an application at the outset.
5	14006998	Planning & Development	Not in the filing system	28/Jul/2014	Referred back for local resolution		
6	14005435	Corporate & Other Services	Mr X complained that a cllr had broken the Code of Conduct and of delay.	07/Aug/2014	Closed after initial enquiries because there was an on-going investigation and no evidence of injustice to Mr X		
7	14008107	Planning & Development	Not in the filing system	13/Aug/2014	Referred back for local resolution		

South Hams DC
Decisions made in period (Apr 2014 - Mar 2015)

8	13012202	Planning & Development	Complaint regarding how planning matters were been dealt with in her local rural area	03/Sep/2014	Closed after initial enquiries	Events too long ago and Ms X had opportunity to use right of appeal with Government Minister	
9	14011028	Planning & Development	Not in the filing system	02/Oct/2014	Referred back for local resolution		
10	14011483	Planning & Development	Complaint regarding decision on wind turbine application	23/Oct/2014	Closed after initial enquiries	Ombudsman would not investigate as Court quashed the decision and no injustice caused to Mr X.	
11	14011637	Highways & Transport	Complainant claimed £125 worth of damage to his property due to Council road sweeping vehicle removing road surface.	30/Oct/2014	Closed after initial enquiries	Ombudsman would not investigate as alleged injustice does not justify her involvement.	
12	14012687	Benefits & Tax	Not in the filing system	31/Oct/2014	Referred back for local resolution		
13	14012906	Planning & Development	Not in the filing system	04/Nov/2014	Referred back for local resolution		
14	14015713	Planning & Development	Not in the filing system	05/Jan/2015	Referred back for local resolution		
15	14004832	Housing	ICT & Customer Services – Failure to treat email and correspondence as a homeless application	29/Jan/2015	Upheld	Council found to be at fault - £250 compensation paid	
16	14017373	Highways & Transport	Not in the filing system	02/Feb/2015	Referred back for local resolution		
17	14009855	Planning & Development	Mrs X complained that the Council had not dealt properly with two planning applications at a neighbouring property; did not tell her about the second application; and inaccurate drawings used.	02/Mar/2015	Not Upheld	The Council was not at fault in the way it considered planning applications for extensions to a property next to Mrs X's house.	
18	14012914	Corporate & Other Services	Mr X complained that the Council failed to take action about an incorrect vote at a committee meeting when there had been a finding of a breach of the Code of Conduct.	06/Mar/2015	Not Upheld		

South Hams DC
Decisions made in period (Apr 2014 - Mar 2015)

19	14014873	Planning & Development	Mr Y complained about the granting of planning permission for a wind turbine through delegated powers and application should have gone to planning committee.	25/Mar/2015	Not Upheld	The Ombudsman discontinued investigation as any faults by the Council could not have caused significant enough injustice to him to justify investigating any further.	
----	----------	------------------------	---	-------------	------------	---	--